Verint Media Recorder for Contact Centers

Verint® Media Recorder™ is an advanced, digital recording, evaluation and archiving solution designed to help multimedia contact centers enhance customer service, while driving compliance and making operations more efficient.

Backed by Verint's industry-leading patent portfolio on recording, Media Recorder offers full-time, on-demand, scheduled and criteria-driven recording. Media Recorder's interface enables rapid access to recordings to help identify opportunities for improved customer service, expedite dispute resolution and reduce liability. Its flexible storage capabilities allow large volumes of calls, text messages, emails and web chat sessions to be easily retained using industry-standard storage technologies. Customizable evaluation forms, powerful interactive assessment tools and synchronized audio, text and screen replay can help increase supervisor productivity and enhance agent performance.

In thousands of successful implementations, Media Recorder helps contact centers optimize their service quality and improve operational effectiveness—reliably, securely and cost-effectively.

Select the Configuration That Meets Demands
Media Recorder offers a high level of flexibility, allowing users to choose the best recording and playback methods for an environment, and pick the tasks they want to perform, such as quality monitoring, replay and archiving.

This high-performance multimedia recording platform offers a variety of configuration options, ranging from a single recorder/playback unit to multiple, networked recording servers for larger or multiple sites.

To help expedite searches, Media Recorder tags each call/interaction with related information, such as:

- Agent
- Caller number*
- CTI private data*
- Channel
- Date
- Dialed number
- DNIS or campaign*
- Duration
- Time

With Media Recorder, users can flag interactions, attach comments to them and forward them to the appropriate people within an organization. This is especially helpful for responding quickly to questions concerning compliance or transaction management. Optional functionality enables users to collect additional data for specialized tasks:

- **Advanced Desktop Analytics** – Media Recorder permits customized capture of call-associated data directly from the agent screen via user-defined triggers that can start, stop and tag recordings. This can help facilitate automatic pause of recording to avoid sensitive data, such as the CVV2 code in environments that need to comply with Payment Card Industry Data Security Standards (PCI DSS).

*Requires CTI

Key Benefits

- Multimedia search and playback to quickly expedite dispute resolution and enhance quality assurance

- Select, evaluate and score interactions easily using intuitive evaluation forms and synchronized voice, text and screen replay

- Meet compliance, risk management and quality management

- Single platform to capture screens and data from a variety of sources, including digital, analog and IP telephones; PBXs, ACDs and dialer systems; text/SMS; email; and Web chat

- Open architecture, industry-standard technology, as well as optional encryption for superior reliability, scalability and compliance with Payment Card Industry Data Security Standards (PCI DSS)

- Recordings also can be tagged with important, transaction-related data, customer identifier or account type for easy search and replay. Media Recorder also captures agent desktop activities and application usage to gain insight into desktop workflow, application usage patterns and more.
- **Optional Import Multimedia** – Allows users to insert documents into the recording database for quick access.
- **Encryption Management** – For compliance with PCI DSS, Media Recorder uses AES-256 encryption to protect audio, screen and related data when recorded, in transit and archived. Decryption is performed on the playback workstation.
- **Redaction Function** – Allows supervisors access to mask parts of calls that are deemed sensitive for the organization so those calls can be replayed as part of a training plan.
- **RAPI-X SDK Tool** – Provides custom (programmatic) tagging of data to recordings for customized software development.

In addition to full-time, on-demand, scheduled and criteria-driven recording, Media Recorder provides optional PC screen recording to capture agent interactions — a helpful feature for managing compliance, dispute resolution and training. Media Recorder can also capture screens without disrupting agents, while minimizing network usage and storage requirements.

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Choose from a Range of Playback and Archiving Options

Media Recorder offers client and browser playback options to meet the needs of a wide range of contact centers. Its state-of-the-art, web-based multimedia search and playback tool allows simultaneous, synchronous playback of captured interactions. Supervisors can quickly search for, access and play recordings from their desktops via a web browser to gain a better understanding of what occurred during specific interactions. Advanced querying capabilities support a broad range of search criteria across multiple communications channels.

Media Recorder makes it easy to remotely handle a wide range of tasks, such as scheduling recordings, performing call playback, and managing and configuring the system. This can be particularly useful for contact centers with complex operations or multiple sites. Users can also secure recordings from unauthorized access and assign each user playback and monitoring rights by channel or agent. A playback audit trail helps you keep track of unauthorized incidents and abuse.

In addition to superior recording availability, Media Recorder provides storage options that include redundant hard drives, automatic archiving in the Media Recorder "Virtual Media" format, and support for NAS, SAN, and EMC Centera. The wide array of storage options can enable a contact center to store recordings and related information.

Improve Quality and Efficiency

Media Recorder's optional Agent Interaction Quality™ software can help contact centers improve agent performance and enhance customer satisfaction. With this powerful, browser-based quality monitoring software, supervisors can play back captured interactions, evaluate agent performance, build new scoring forms and access a broad selection of quality management reports — on site or remotely — all from their desktops.

Evaluation forms can be quickly designed to address new products and programs. Users can retrieve and score them easily — and even attach them to email messages with their associated voice and/or text files — enabling supervisors and quality evaluators to respond more effectively in the fast-paced contact center environment.

Standard and customizable reports present performance details, summaries and trends that can be delivered automatically. Supervisors can use this intelligence to identify agent skill gaps and provide targeted coaching, pinpoint and address process inefficiencies and trends, and gain insight into delivering a superior customer experience.

Agent Interaction Quality™ provides calibration functionality that can help contact centers foster consistency in quality scoring performed by multiple quality reviewers. For even greater insight into performance, Agent Interaction Quality correlates evaluated behaviors with external key performance indicators, such as monthly customer satisfaction indices or weekly sales revenue, to help align quality improvement efforts within organizational objectives and identify improvement opportunities.

Benefit from Superior Reliability, Availability and Security

Media Recorder is built on Verint's state-of-the-art recorder technology and reflects 20 years of continuous research and development. Users have access to the platform through a browser-based interface that is simple, powerful and intuitive. This helps free organizations from the cost and complexity associated with proprietary systems and can dramatically reduce the cost of hardware, system administration and support.

Spoken, emailed and SNMP alarms are standard, alerting to outages so users can quickly take action. Digital fingerprinting enables newly recorded calls to be digitally signed and validated later to detect tampering or alternations. Optional dial-out alarms can provide an even greater level of security for mission-critical recording. And redaction capabilities enable a beep tone or silence to be inserted into calls to override portions containing sensitive information.

Designed to be easy to deploy, use and maintain, Media Recorder supports full remote diagnostic access and remote service pack upgrade capabilities. It also is highly scalable, enabling users to add functionality and capacity as a contact center grows. The solution supports industry CTI standards, including TAPI, TSAPI, CSTA, JTAPI, OAI and others, and is integrated with leading PBX, ACD, VoIP and predictive dialer systems.

Mayday Communications Inc.

▭ maydaycommunications.com

📞 631-752-0250

✉ sales@maydaycommunications.com

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